

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

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In the Matter of

THE COMPLAINT OF CHARLENE SMALL,)
INEZ, MARTIN COUNTY, KENTUCKY)
AGAINST SOUTH CENTRAL BELL)
TELEPHONE COMPANY)

CASE NO.
8441

O R D E R

On January 4, 1982 the Commission received a letter from Mrs. Charlene Small, Inez, Martin County, Kentucky (Appendix "A") concerning her efforts to obtain telephone service from South Central Bell Telephone Company. Mrs. Small requests that the Commission schedule a hearing to consider this matter.

The Commission, having considered the request and being advised HEREBY ORDERS That this matter be and it hereby is set for hearing on the 10th day of February, 1982, at 1:00 p.m., Eastern Standard Time, in the Commission's offices at Frankfort, Kentucky.

IT IS FURTHER ORDERED That South Central Bell Telephone Company appear at the hearing and present evidence relative to this matter.

Done at Frankfort, Kentucky, this 11th day of January, 1982.

PUBLIC SERVICE COMMISSION


For the Commission

ATTEST:

Secretary

RECEIVED

8441

Mr. Heman,

JAN 4 1982

My name is Mrs. Charlene Small. My husband and I and our two small children live about 12 miles outside of Inez, Kentucky in Martin County. We have tried for 3 years to get telephone service from the South Central Bell Telephone Company. The first two years they told us there was not a telephone line run to our area. Last spring they said all that was left was to run a cable from the line to a pole near our home. South Central Bell said they would run the cable for us at our expense which they figured to be around 4 thousand dollars.

For the past year I have been in touch with the Public Service Commission and with Mr. Larry Maschino at South Central Bell at least once a week. The Telephone Company did agree to do away with the 4 thousand dollar bill when my husband's father ran the cable for us. Now they say we still cannot get a phone because there are 15 people on a waiting list in front of us. Recently, a lady moved into a trailer less than 1 mile from our home and received a telephone within 2 weeks. I simply cannot believe there are 15 people in our area who have waited longer than we have for telephone service.

On the advice of Mr. Jesse C. Oaks, Assistant Director Division of Utility Engineering and Services, I am requesting a hearing with the Public Service Commission to discuss this problem. I can supply names of people I have talked with and dates the conversations took place. I also have letters from South Central Bell and the Public Service Commission. I will be anxiously awaiting your reply.

Sincerely,

Mrs. Charlene Small

Mrs. Charlene Small